AVAYA

Avaya Communications Devices

Converged Voice and Data Networks

Customer Relationship Management

Unified Communication

Supported by: Avaya Labs and Services

Communication without boundaries

Don’t reinvent. Rethink.

Powered by Avaya MultiVantage Software, enterprises can rethink existing communications networks and determine where to introduce IP telephony to maximize the return on investment. Enterprises can leverage current investments to deliver the advanced capabilities of Avaya MultiVantage. In addition, the Avaya ECLIPS portfolio provides scalability to meet the changing needs of the smallest to largest enterprise, delivering the highest performance and availability with up to 99.999% reliability.

Unmatched ECLIPS voice and data networking solutions empower enterprises with the tools needed to meet the objectives of growing revenue, reducing costs, and utilizing resources more effectively—without reinventing enterprise networks from the ground up.

Avaya IP Softphone

Avaya offers award-winning performance in a wide range of flexible, intelligent, mobile, and easy-to-use communications devices to meet your company's unique needs. Since Avaya MultiVantage™ Software is extensible to IP, digital, and analog telephones, and wireless business solutions, the spectrum is covered, regardless of your environment. They help enterprises be more productive by providing anytime, anywhere access to maximize business continuity.

The new communications devices include the Avaya™ IP Softphone for Pocket PC, Avaya Softconsole™, Avaya™ 2420 Digital Telephone, Avaya™ 4620 IP Telephone, and Avaya™ 4602 IP Telephone. These new solutions complement an already robust portfolio, which includes the Avaya™ 4630 IP Screenphone, a full-color, touch-screen Web-access IP telephone.

There's no better way to gain the full power of your Avaya MultiVantage Software and your Avaya Media Server and Avaya Media Gateway hardware than to add highly reliable IP telephones to your system. They enhance enterprise performance with more efficient operation, and provide the features you need as your company grows and your converged voice and data system continues to evolve.

Software-Based Telephony Applications

Avaya™ IP Softphone

For employees who work remotely—on the road or at home—communication has just gotten a lot easier with the Avaya IP Softphone. Accessed through a simple graphical interface on a PC or laptop computer screen, the IP Softphone give mobile workers the full suite of Avaya MultiVantage features and functions, whenever and wherever they need them.

- Patented technology for high-quality VoIP
- Full access to your personalized desktop phone features directly from your Windows PC
- Integration with Microsoft Outlook to autodial from your contact list
- Multiple call appearances
- Single or dual connect options
- Directory Access (LDAP)

Avaya™ IP Softphone for Pocket PC

This software brings the full capabilities of Avaya IP Softphone to your Windows CE handheld device (e.g., Compaq iPAQ Pocket PC). Avaya IP Softphone for Pocket PC gives you more than 500 features and functions of Avaya MultiVantage.

Avaya™ IP Agent

Avaya IP Agent is a Windows-based softphone application specifically designed to accommodate contact center agents working remotely or in an office location. It runs on Windows 98, Windows 2000, Windows XP, or Windows NT® 4.0 PCs, enabling agents to work from their PC, anywhere, through remote connectivity to their corporate network. Agents have access to the full range of Avaya agent capabilities using a graphical user interface with standard drag-and-drop conventions.

- Screen pops based on dialed number identification service (DNIS), automated number identification (ANI) and prompted digits.
- Integrated call history feature provides agents with a detailed view of calls made and received.
- Connect Options: Avaya IP Agent is available in the single and dual connect mode.

Avaya Softconsole™

Avaya Softconsole is a newly designed software attendant console that builds on the features of the popular Avaya™ 302 Attendant Console. With its ability to search internal and external directories, and display detailed caller information on up to six calls simultaneously, Avaya Softconsole brings more productivity to the attendant's experience.

Avaya Softconsole improves the user experience through a new interface, comprehensive setup wizards, e-mail integration, and enhanced directory capabilities. It provides the following functionality:

- Choice of two IP connections or DCP connection:
  - Voice over IP configuration (telecommuter)
  - Dual connection (road warrior) for toll quality audio
- DCP connection using the CallMaster VI
- Integrated iClarity for IP audio
- Directory lookup and dialing
- Integrated with directory management to support up to 100 directory databases
- Permanent and per call notes

Avaya IP Telephones

Avaya IP telephones bring the rich features and functions of Avaya MultiVantage directly to the desktop. They are an essential part of converged voice and data networks built with the ECLIPS components. These telephones deliver an extensive set of features, high audio quality, and attractive streamlined design.

- **High-quality, built-in speakerphone** with echo cancellation, directional microphone, and a tuned speaker cavity provides the highest audio quality.
- **Simplified wiring** connects to your IP network with a single 10/100 BaseT Ethernet LAN connection, and an Ethernet hub is built into each.
- **An infrared port** for PDA and PC application integration (available on all Avaya IP telephones except the Avaya 4602 Telephone).
- **Multiple power options**, including support for power over Ethernet LAN technology.
- **Enables easy upgrade** via downloadable software and firmware.
- **Switch Base available.**

Avaya™ 4602 IP Telephone*

This gives you all of the basic features and capabilities including:

- Two programmable call appearance/feature keys
- Ten fixed feature buttons: Conference, Transfer, Drop, Hold, Redial, Mute, Volume up & down, Speaker, Voice Mail
- ICON and English button labels—available globally
- H.323 based IP protocol, with additional embedded signaling (proprietary)
- 2 x 24 character based Eurofont display
- 10/100 BaseT with auto-negotiation
- Message waiting indicator
- Group listen feature
- Reversible stand for wall mount
- Single Ethernet port

Avaya™ 4606 IP Telephone

This gives you all of the features and capabilities of the Avaya 4602 Telephone, plus:

- Six programmable call appearance/ feature keys
- Five fixed feature keys: Speaker, Mute, Hold, Volume up & down
- 2 x 16 character Eurofont display
- Three fixed feature keys below the display: Conference, Transfer, Redial
- Two Ethernet ports – IP phone and repeater for PC
- Full duplex speakerphone with Auto Echo Cancellation
- Separate headset jack
- Infrared port
- Wall mountable with separate stand

Avaya™ 4612 IP Telephone

This gives you all of the features and capabilities of the Avaya 4606 Telephone, plus:

- Twelve programmable call appearance/ feature keys
- Eight fixed feature keys: Speaker, Mute, Conference, Transfer, Redial, Hold, Volume up & down
- 2 x 24 character Eurofont display
- Four display soft keys below the display
- Display navigation keys, right of display: Menu, Previous (<), More (>), Exit

Avaya™ 4620 IP Telephone*

This is a new addition to the Avaya IP telephone product line, providing the following features:

- Large screen graphic display (168x132 dots)
- Four grey scales, 5x7 dot characters
- Integrated switch for PC connection
- 10/100 BaseT with separate auto-negotiation for each port
- Ten fixed feature buttons: Conference, Transfer, Drop, Hold, Redial, Mute, Volume up & down, Speaker, Voice Mail, Headset, 24-line appearance buttons (2 pages of 12)
- Four application feature buttons along bottom of display
- Three display navigation keys: Previous (<), More (>), Exit
- Full duplex speakerphone with Auto Echo Cancellation - acoustic cavity for improved sound
- Separate headset jack
- Adjustable desk stand
- Wall mountable
- Infrared port
- Feature key expansion interface

Avaya 4620 IP Telephone

Avaya™ 4624 IP Telephone

This gives you all of the features and capabilities of the Avaya 4612 Telephone with the added benefit of 24 programmable call appearance/feature keys.

Avaya™ 4630 IP Screenphone

This full color, touch screen Web access IP telephone includes six telephony-related applications, designed for ease of use with a menu-based interface. It can display a variety of information, including Web pages specially downsized for small-format displays. Sample applications are concierge desks at hotels, airline frequent travelers clubs, financial services kiosks, and as an executive desktop phone.

- Multi-button capabilities supported by Avaya MultiVantage; 3 to 5 call appearances plus 21 feature buttons.
- Speed dial provides 120 speed dial "buttons" organized into groups for easier access; names, numbers, and group names are user programmable.
- Call log lists of up to 100 incoming and outgoing calls.
- Access to corporate directory information on a Lightweight Directory Access Protocol (LDAP) server.
- Web access provides "browsing" access to HTML Web-based information, including support for downloaded Java™ applets.
- Access to multimedia messaging capabilities of the Avaya DEFINITY AUDIX® or Avaya INTUITY™ AUDIX systems using Avaya www.messenger.

Avaya™ 30A Switch Base for Avaya™ 4600 Series IP Telephones

For those customers who want an all switched network, the 30A Ethernet Switch Base is available. This hardware upgrade provides flexibility by adding fully switched capability to the Avaya™ 4612, 4624, and 4630 IP telephones.

The Avaya 30A Switch Base contains a 3 port 10/100 Mbps switch in a base, or stand, for the telephone. It can be added to your Avaya IP telephones and offers full-duplex connectivity to the LAN for both the telephone and the connected PC. Although not required for all IP telephone applications, this product offers customers a choice for added functionality, while maintaining the QoS and VLAN functions.

- Standard desk stand replacement for Avaya 4612, 4624, and 4630 IP telephones
- Three 10/100 Mbps switch ports using
  - RJ45 jacks and plugs
  - Integrated cable to phone
  - Input port from Ethernet LAN
  - Port connector for optional PC
- Permits use of repeater hub port on IPT
- Auto-negotiation provided separately for each port
- Full duplex Ethernet connectivity
- Supports QoS - phone port has priority over PC port at all times
- Accepts power over LAN or local power supply
  - Provides IEEE power over LAN support for GEN1 IPT with no special cables
  - Special cables for 1151 power supply included in box with 30A
  - Uses Avaya 4630 supply shipped with IPT, but requires special cable

Avaya 4630 IP Screenphone

Avaya 6424D+M Display Telephone

Avaya Digital Telephones

Avaya digital telephones deliver the right combination of affordability and enterprise communication functionality. They are designed to meet global connectivity requirements so you can use them anywhere your enterprise does business.

- A range of Avaya 6400 Series telephones meet your specific requirements.
- Automatic customer telephone rearrangement lets you move telephones quickly and easily within a location without a technician.
- One-touch operation allows you to conveniently answer, hang up, and dial without having to pick up the handset.
- User programmability for simple programming of buttons by the end users.
- Self test capability for minimizing servicing needs.
- Sleek, international styling looks great in any location.

Avaya™ 6402 Telephone

The Avaya 6402 Telephone provides affordable functionality for an entry-level user.

- Eight fixed feature keys: Speaker, Feature, Hold, Transfer, Redial, Conference, Volume up & down
- Customizable ringer volume and tone
- 12 shiftable dial pad feature buttons
- Listen only speaker
- Desk and wall mountable

Avaya™ 6402 Display Telephone

The Avaya 6402 Display Telephone provides affordable functionality for an entry-level user similar to the Avaya 6402 telephone and also adds 2 x 16 character display.

Avaya™ 6408D Display Telephone

The Avaya 6408 Display Telephone provides affordable functionality, with personalization options that enhance productivity in a busy office environment.

- Administrable hands-free operation
- 2 x 24 character display
- Built-in speakerphone
- User personalization functions
- Time/day default
- Adjustable display
- Customizable ringer with volume and tone control
- Eight flexible feature or call appearance keys
- Eight fixed feature keys
- Four display soft keys
- Four display navigation keys
- Desk and wall mountable

Avaya™ 6416D+M Display Telephone

The Avaya 6416D+M Display Telephone expands Avaya 6408 Telephone functionality, and adds support for plug-and-play functionality upgrades.

- Sixteen flexible feature or call appearance keys
- Expansion module capable

Avaya™ 6424D+M Display Telephone

The Avaya 6424D+M Display Telephone expands Avaya 6416 Telephone functionality, adding eight flexible feature keys and includes plug-and-play functionality upgrades.

- Expanded one-touch functionality
- Specialized upgrades for more efficient global communication

Expansion Modules for the Avaya 6400 Series Telephones

A series of add on modules are available to extend the capabilities of the 6400 series telephone sets. These modules include:

- Avaya™ XM24 expansion module*
- Avaya™ tip/ring module*

Avaya 2420 Digital Telephone

The Avaya 2420 Telephone brings increased flexibility and capabilities to the digital telephone product line while continuing to provide access to the full complement of Avaya MultiVantage features. This product is targeted at the mid-high level general telephone user. With the use of a large display, the user interface is adapted to improve productivity and serviceability. Buttons are labeled automatically from the switch with the administered feature names. Local applications such as a Call Log and Speed Dial Directory are provided to enhance productivity and information. The speed dial application frees the feature buttons to be used for actual features rather than being administered as automatic dial buttons.

- High-end feature set with productivity local call log & speed dial directory
- Advanced user interface
- Reduced installation and move costs - no paper labels
- Investment protection with downloadable firmware
- Large screen 7 line x 29 character display
- Twenty-four call appearance/feature buttons in 3 pages
- Adjustable Desk Stand
- Function Key Expansion Unit jack
- Advanced Module Capability
- Fully Global ready (Icons)

* The planned availability is Summer 2002.

The phone can be configured for use in the call center environment, providing flexibility for the system administrator.

Expansion Modules for the Avaya 2420 Telephones

A series of add on modules are available to extend the capabilities of the Avaya 2420 Telephone. These modules include:

- Avaya™ 1XU Button Expansion Module
- Avaya™ 20A Telephone Set Module Adapter
- Avaya™ 200A Tip/Ring Module
- Avaya™ 201A Recorder Interface Module

Avaya 302D Attendant Console

The Avaya 302D Attendant Console is a 2-wire unit with an optional expansion module. They work behind any Avaya DEFINITY® Server running any release software that supports any DCP line circuit card. The Avaya 302D comes in three colors: dark gray, black and Avaya white. The display is a 1 X 40 universal display that will support Katakana, Roman and Euro font character set. Label languages are Japanese, English, French, Dutch, Spanish Latin America, Italian, German, Canadian French, Brazilian Portuguese, and two of each label are included with each console.

- Fourteen fixed buttons, nineteen programmable feature buttons
- Twelve fixed Direct Trunk Group Select buttons (DTGS)

Avaya 2420 Digital Telephone

Avaya Analog Telephones

The Avaya™ 6200 Series Telephones deliver the enterprise calling features you count on with great control, quality, and built-in reliability. Your enterprise will benefit from the right combination of flexibility and ease of use. These telephones are designed to cost-effectively integrate with all Avaya Enterprise Communication Servers. They are available in select countries to support your enterprise communication needs around the world.

- Set hold enables you to place a caller on hold.
- Message waiting capabilities transparently extend your communications system's voice messaging to your analog sets.
- Redial allows you to dial that last number you called at the touch of a button.
- Flash tells your switch that you are activating a special feature.
- Data jack helps you add important functionality by easily connecting a fax, modem, or laptop computer to your telephone.
- Positive disconnect increases productivity by smoothly and easily disconnecting from one call to place or pick up the next call.
- Small footprint saves precious desktop space (also wall mountable).

Avaya™ 6211 Analog Telephone

This gives you a variety of features including,

- Positive disconnect
- Handset and ringer volume control
- Tone dialing
- PBX message waiting
- Redial, flash
- Set hold (with LED)
- Data jack (RJ11)

Avaya™ 6219 Analog Telephone

This gives you all of the features and capabilities of the Avaya 6211 Analog Telephone, plus:

- System hold (Avaya DEFINITY, Avaya S8100, S8300, and S8700 Media Servers only, and music on hold if supported by the server)
- Repertory dialing (10 buttons with up to 24 digits or elements each)
- Program keylock
- Personalized ringing

Avaya™ 6221 Analog Telephone

This gives you all of the features and capabilities of the Avaya™ 6219 Analog Telephone, plus:

- Speakerphone for hands-free dialing
- Mute for keeping background noise to a minimum during calls

Avaya Wireless Business Solutions

Avaya's family of wireless business systems offers mobility solutions that help your employees stay connected and remain productive from wherever their work takes them—whether they are in the office, moving around campus, or around the country.

Avaya™ EC500 Extension to Cellular

Avaya EC500 software provides you with fast and efficient connections between you, your associates, and your customers. It provides one number access anytime, anywhere with no missed calls. With the Avaya EC500 solution you can be reached immediately and easily. The result: increased customer satisfaction and higher productivity.

This enterprise-class software solution connects enterprise calls arriving on a wide variety of Avaya communications systems to any cellular telephone regardless of the cellular service.

- One-number portability allows for a high level of accessibility because your office number is bridged to your digital cell telephone.
- Simultaneous ringing keeps you and your associates in touch, so you can respond quickly to urgent enterprise matters without delay.
- Software only solution does not require the expense of a wireless office service. It can utilize your existing cellular telephone and service coupled with Avaya MultiVantage.

Avaya™ TransTalk 9000 Digital Wireless System

The Avaya TransTalk 9000 Digital Wireless System helps you build and maintain a competitive edge through responsive customer service and fast, flexible communication. This cost-effective mobility solution integrates with a variety of Avaya Communications Systems and helps small to midsize enterprises be more accessible and productive, delivering more coverage, control, and flexibility for your enterprise calling. The flexible range gives you the ability to roam an average of 700 feet from the base station.

- One-touch access to business features helps you to cover a larger area than ever.
- Handle important calls when you are away from your desk. You decide how and when to keep in touch with clients, coworkers, and suppliers, to make the most of your business day.

Avaya DEFINITY® Wireless Business System

The Avaya DEFINITY Wireless Business System PWT (Personal Wireless Telecommunications) is a 1.9 GHz multi-zone mobility solution for medium and large enterprises that use the unlicensed PCS spectrum to provide all the advantages of your enterprise telephone, no matter where they are located in their facility.

- Dynamic channel allocation architecture automatically distributes and redistributes voice channel capacity, on demand, through a system of base stations and antennas to provide complete coverage, while eliminating call blocking.
- Extended coverage beyond the building provides complete campus coverage.

Devices that help you achieve your communications goals

Whatever your communications device need, Avaya has the solution. Our IP telephones bring the unmatched power of Avaya MultiVantage Software where you need it most, in the hands of your employees. Our IP Softphones empower your mobile workers with the tools they need to get their jobs done anytime and anywhere. Our advanced digital phones help you meet global connectivity requirements so you can use them anywhere your enterprise does business. Our analog phones deliver control, quality, and built-in reliability you can count on 24/7. And our advanced wireless applications and systems give you the ability to move about your office or enterprise campus without losing the critical link that keeps you in touch no matter where your day takes you.

The flexibility to reach your goals

With Avaya MultiVantage Software, Avaya Media Servers and Media Gateways, and Avaya Communications Devices, companies can build customized, converged voice and data solutions to support a range of enterprise needs, from small, single-site operations to multi-national enterprises. These solutions provide the opportunity to streamline networks and deliver the full power of Avaya MultiVantage Software across the office, or to the farthest reaches of the organization over low-cost IP connections.

Leadership and innovation in communication

Avaya is a global leader and innovator in enterprise communications serving customers who require superior communications technology to power their business. Over 90% of the Fortune 500® and government organizations rely on Avaya for secure network infrastructures and reliable voice and data applications that power faster decisions, profitable transactions, and closer relationships between customers, employees, and suppliers.

To learn more, talk to your Avaya Client Executive or Authorized Avaya BusinessPartner. Also, visit our Web site at **avaya.com/eclips**

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